Innovation Voice Mail
PBX Installation and Testing Guide

Mitel SX-2000 DNIC Integration using Dialogic Media Gateways

INNOVATION™
TECHNOLOGIES WORLDWIDE, INC.

1841 Bourbon Road
Cross Plains, Wisconsin
1-800-424-6757
www.innovationtw.com

Mitel SX-2000 DNI Circuit Integration using DMG (Dialogic Media Gateways)

REQUIREMENTS:

- MS2006 (LW26) or higher.
- A DNIC station (SS430 station type) for each voice mail port, terminated to a RJ14 jack.
- An analog extension (or dedicated CO line) for the system's modem.
- One Dialogic DMG1008MTLDNI gateway for every 8 digital ports.

PBX PROGRAMMING:

System Forms > DNI Circuit Assignment
Program DNI Circuits for each voice mail port as SS430 sets in this form.

Multiline Set Forms > Multiline Set Assignments
Assign extension numbers to the DNI Circuits in this form.

System Forms > Class of Service Options Assignment
Create a class of service for the new voicemail DNI Circuits and enable the following options:

- ☐ Busy Override Security
- ☐ Camp-on Tone Security
- ☐ COV/ONS/E&M Voice Mail Port
- ☐ Message Waiting
- ☐ Multiline Set On Hook Dialing
- ☐ Set No Answer Recall Timer to 17
- ☐ Do Not Disturb

Group Forms > Hunt Group Assignment
Place all the DNIC voicemail stations in a hunt group. DNIC stations that will perform outdial functions (message waiting, wake-up calls, call and pager notification) should be placed in DO NOT DISTURB.

Voicemail User Class of Service Options Assignment
Enable the following COS options for all voice mail users:

- ☐ Call Forwarding (Internal Destination)
- ☐ Message Waiting – Audible Tone Notification* - **Optional**

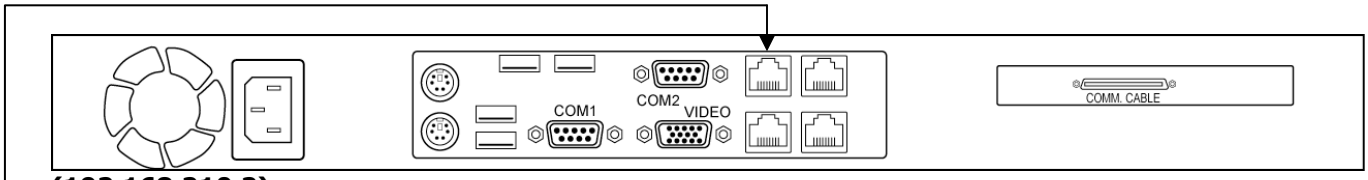
*Enable for users that do not have message lamps

System Forms > Feature Access Code Assignment
Assign access codes to the following features:

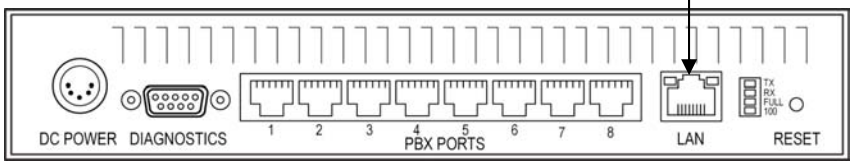
- ☐ Message Waiting - Activate
- ☐ Message Waiting - Deactivate

NETWORK CONNECTIONS:

INSTALLATIONS WITH ONE GATEWAY (8 ports or less)
On the back of the InnLine IP voicemail system, connect a network cable from the top left hand corner network jack, and connect it directly to the LAN network connector on the DMG1008MTLDNI media gateway. The IP addresses for each device are ITW default settings.



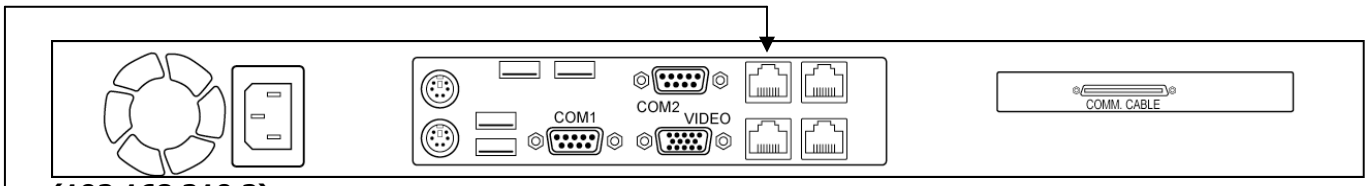
(192.168.210.2)



(SS430 stations 1 – 8) / **(192.168.210.10)**

INSTALLATIONS WITH MULTIPLE GATEWAYS (more than 8 ports)

Connect a network cable from the top left hand corner network jack, and connect it to the jack labeled #5 of the NETGEAR switch. Then connect another network cable from the jack labeled #1 on the NETGEAR switch to the LAN network jack on the Dialogic DMG1008MTLDNI media gateway. Repeat the connections from the NETGEAR switch (#2 through #4) for connecting your additional media gateways. The example below shows connectivity for a 32 port system. The IP addresses for each device are ITW default settings.



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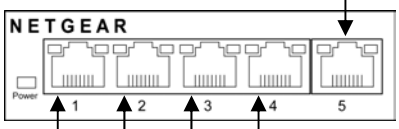
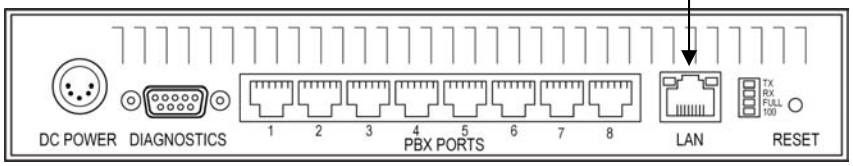
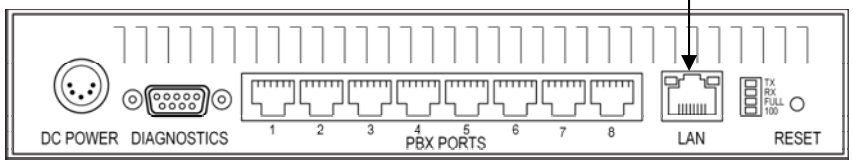
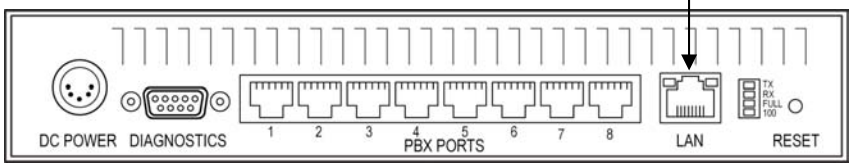




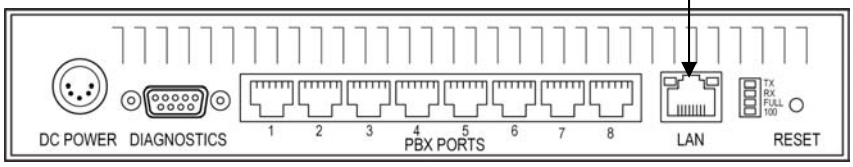
(SS430 stations 25 – 32) / **(192.168.210.10)**



(SS430 stations 17 – 24) / **(192.168.210.11)**



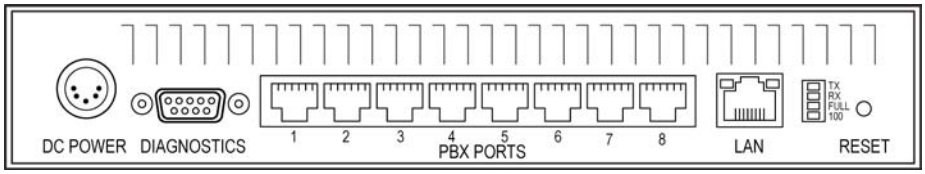
(SS430 stations 9 – 16) / **(192.168.210.12)**



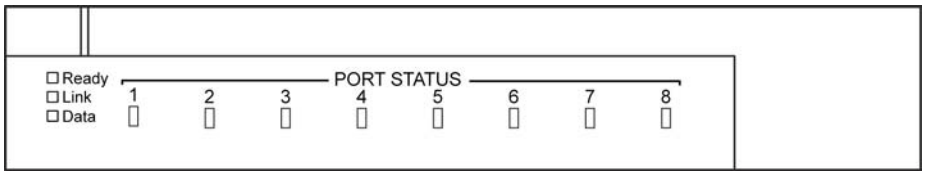
(SS430 stations 1 – 8) / **(192.168.210.13)**

PBX TERMINATIONS:

The Dialogic DMG1008MTLDNI has 8 RJ14 style connectors on the back. Connect the digital stations programmed earlier as SS430 sets to the gateway's RJ14 jacks numbered 1 through 8 using standard line cords.



As you connect each line cord, the Port Status led indicator for that line will change from red to green. This indicates that Carrier is present.



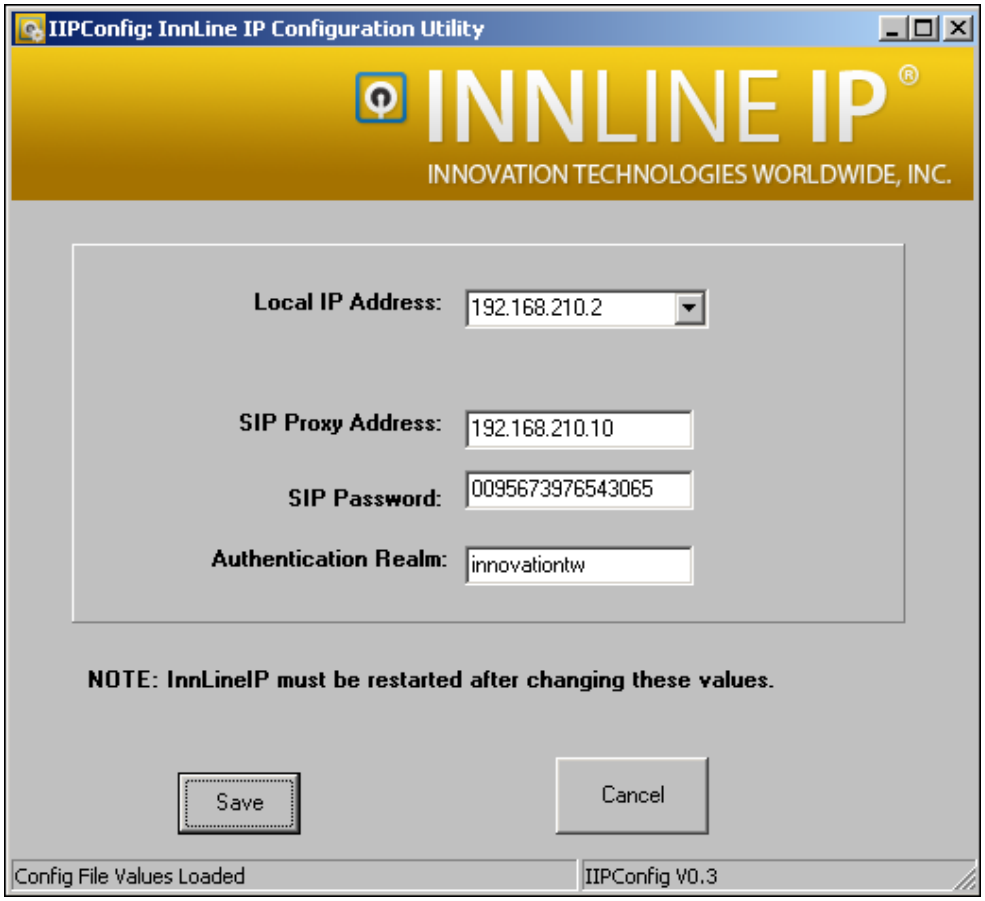
Port Status definitions:

- **Steady Green** – indicates that Carrier is present.
- **Flashing Green** – indicates that there is activity on the port.
- **Steady Yellow** – Hardware Carrier is present, but no software communication.
- **Flashing Yellow** – External power detected, but port cannot gain carrier
- **Steady Red** – Indicates that no Carrier is present and no external power detected

VOICEMAIL PROGRAMMING:

InnLine IP Configuration Utility (IIPConfig)

On the desktop, open the file **InnLine IP Config** and review the following information:



Local IP Address: This field displays the static IP Address assigned to the InnLine IP voicemail.

SIP Proxy Address: This is the IP Address of the first Dialogic Media Gateway. The default value is 192.168.210.10.

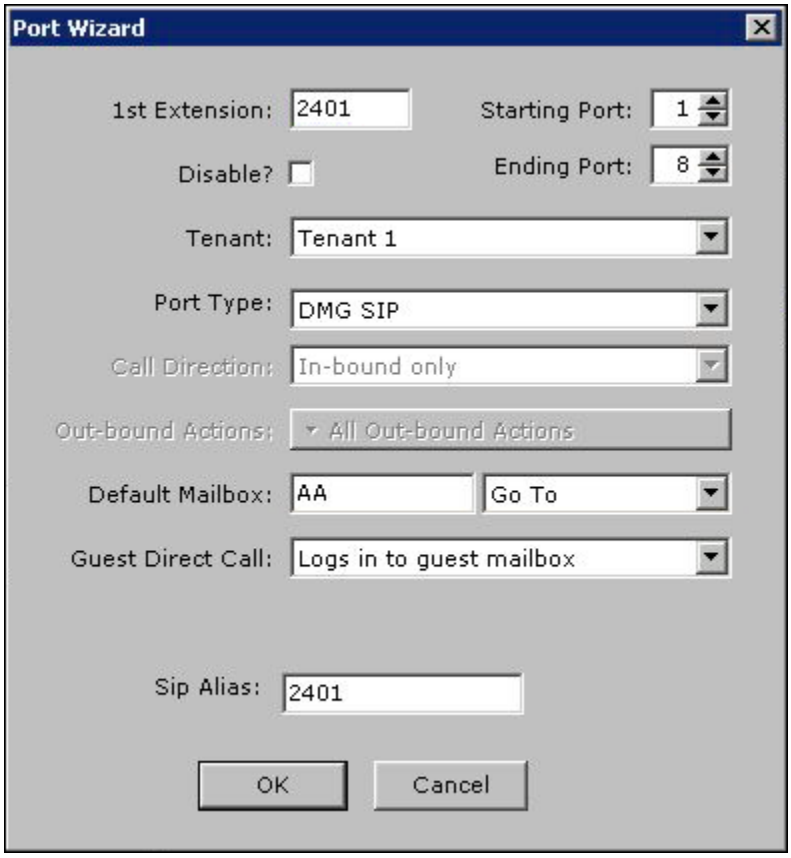
SIP Password: This is the password that is programmed for each SS430 station that is connected to the media gateway(s).

Authentication Realm: This is the realm name that is referenced for each of the SS430 stations that are connected to the media gateway(s)

If you have changed anything, click **Save**, then **Cancel** to exit. In order for these changes to take, you must stop InnLine IP application, and then re-start it (by double-clicking the InnLine IP icon located on the desktop.

Voice Port Configuration

Go to Do > Configure System > Voice Ports and double the Port Wizard (choose Yes to run the port wizard at this time



If your SS430 DNIC extensions are concurrent, enter the first number in BOTH the 1st Extension and Sip Alias fields. Click OK. The port wizard will now automatically populate these fields in the other Port Screens

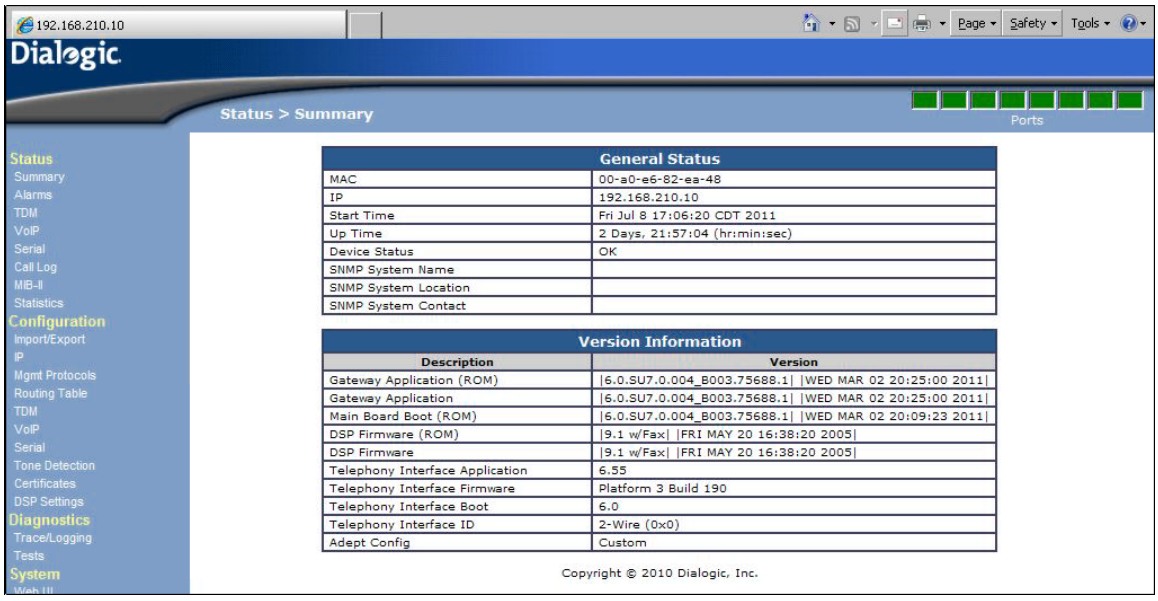
IMPORTANT NOTE: The last port is always set to Out-Bound only. This port needs to be protected from inbound calls. Put that DNIC station into DND. If you require additional ports to perform outbound events, then theses DNIC stations need to be put into DND as well.

DIALOGIC MEDIA GATEWAY PROGRAMMING:

You will need to program all the station numbers into the media gateway that has the IP address of 192.168.210.10. This is ITW's default setup, and it's the address that InnLine IP registers with. Open a web browser, and connect to this IP address as shown below:

Blank Page - Windows Internet Explorer
http://192.168.210.10/
File Edit View Favorites Tools Help
Favorites
Mitel Networks® 3300 Inte...
Connecting...
Connect to 192.168.210.10
The server 192.168.210.10 at GatewayAdmin requires a username and password.
Warning: This server is requesting that your username and password be sent in an insecure manner (basic authentication without a secure connection).
User name:
Password:
Remember my password
OK
Cancel

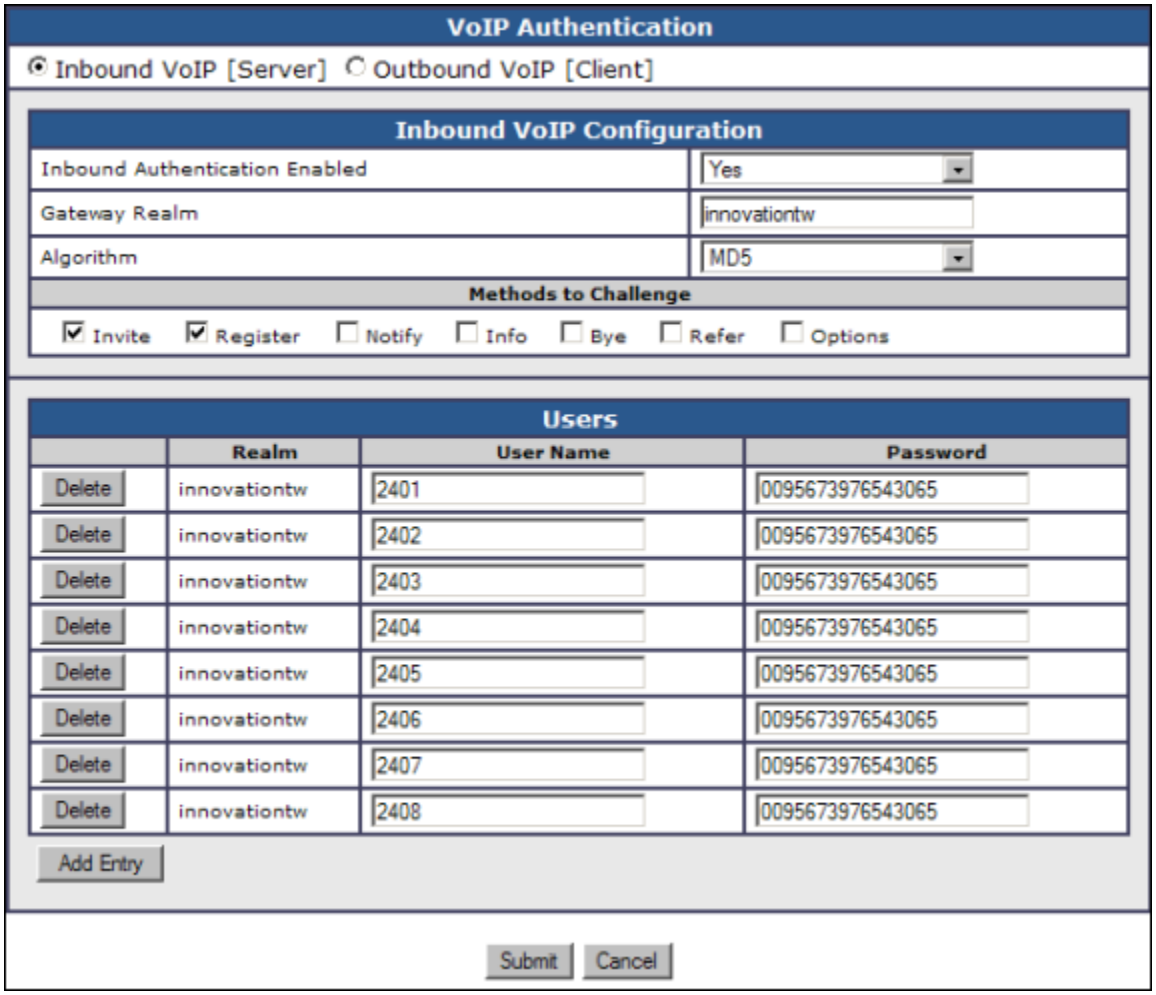
Enter the following user credentials -
User name: admin
Password: innlineip



On the left hand side of the web page, under Configuration, browse to VoIP > Authentication

PROGRAM STATION NUMBERS FOR VOIP AUTHENTICATION

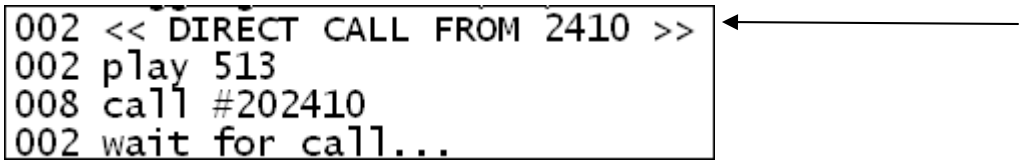
Program the voicemail station numbers in each of the User Name fields. DO NOT change the Realm or Password information. Click the **Submit** button when done. The screen shot below shows an example of stations 2401 through 2408:



TESTING:

Testing direct call integration (From any station)

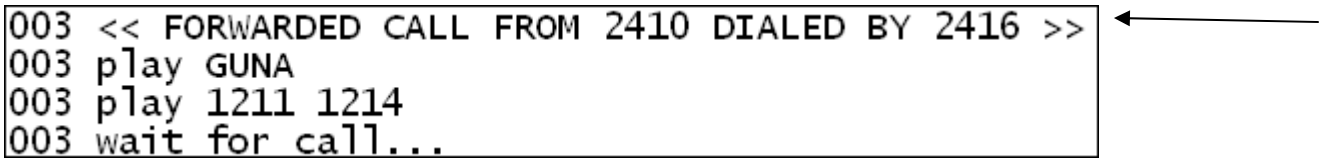
From any station (guest or staff), place a call to the voicemail hunt-group. The activity window will show what station number is calling.



Testing call forward integration

Call forward one guest extension on a “busy” and a “no answer” to the voicemail hunt-group for this test. Call forwarding may be programmed from the attendant console (provided it’s COS allows this function), or from the station itself. If you intend to use the SX-2000’s call re-routing to deliver busy or no answer calls at a station to voicemail, the test is the same.

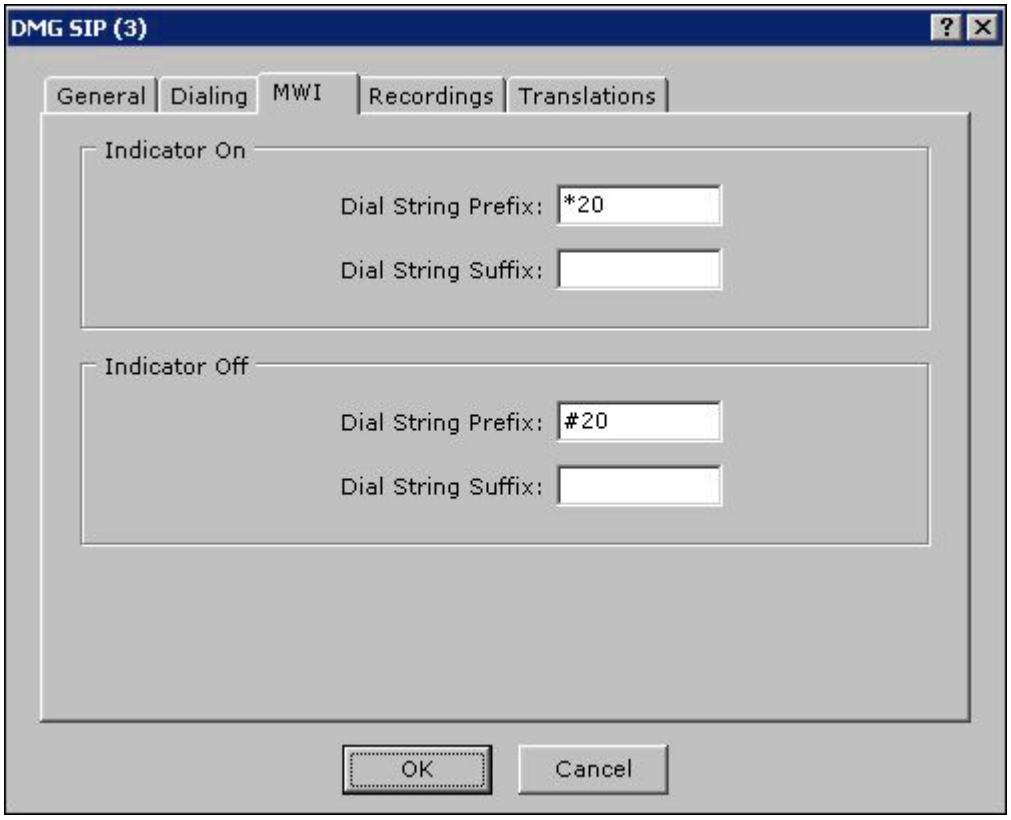
From a staff extension, call the guest extension, allowing it to forward to voicemail. The activity window will show both the calling and called party.



Perform this forwarding test via a trunk as well.

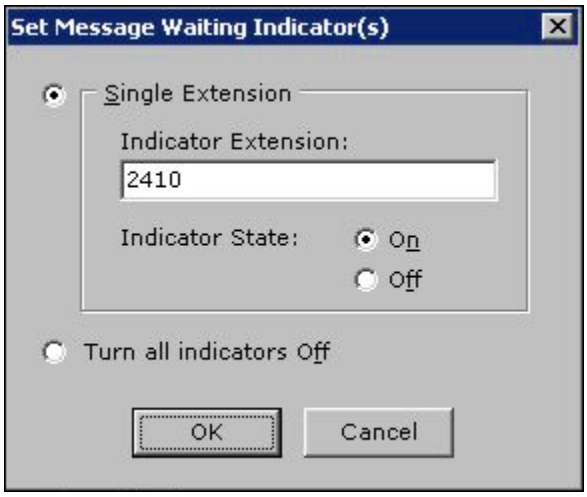
Testing message lamps

To test message lamps, enter the MESSAGE WAITING – ACTIVATE feature access code in the Dial String Prefix field of the Indicator On section. Next, enter the MESSAGE WAITING – DEACTIVATE feature access code in the Dial String Prefix field of the Indicator Off section. These fields are found under the MWI tab of the DMG SIP port type. In the example below, ***20** is the ACTIVATE code, and **#20** is the DEACTIVATE code.

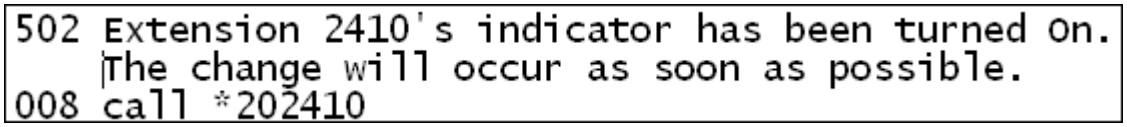


Check in System Forms > Feature Access Code Assignment in the Mitel SX-2000 programming to verify that you entered the correct MESSAGE WAITING – ACTIVATE/DEACTIVATE codes.

After confirming the correct MESSAGE WAITING – ACTIVATE/DEACTIVATE codes, test a message lamp by going to **System > Tenants > Tenant 1 > Mailboxes**. Double click the **Set MWI(s)** icon.



Enter a valid extension number and test turning the message lamp on and off. The following information will be displayed on the "Monitor" portion of the system's main screen (example below is of turning a message lamp on)



Call Forward / Re-route all voicemail users

After all call integration and message lamp functionality has been tested, proceed with call forwarding all guestroom extensions and selected staff extension users to the hunt-group access code that will be for voicemail, so calls will forward (or re-route) to the voicemail on a busy or a no answer at the station.

END OF DOCUMENT